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# **WEB-BASED AUTOMATED RESPONSE SYSTEM (ARS) USER GUIDE**

**Issued April 2005**

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## **GENERAL INFORMATION**

The Automated Response System (ARS) User Guide is a joint publication by the Department of Medical Assistance Services (DMAS) and the First Health Services Corporation (FHSC). ARS provides twenty-four-hour-a-day, seven-day-a-week internet access to eligibility information, service limits, claim status, prior authorizations, provider check status and prescribing provider ID lookup (for pharmacy providers only). This web-enabled tool will help provide cost-effective care and allow quick, convenient access to information. Unlike MediCall (the voice response system), there are no limits to the number of inquiries per session. Finally, this system has been redesigned and is HIPAA compliant.

## **SCOPE**

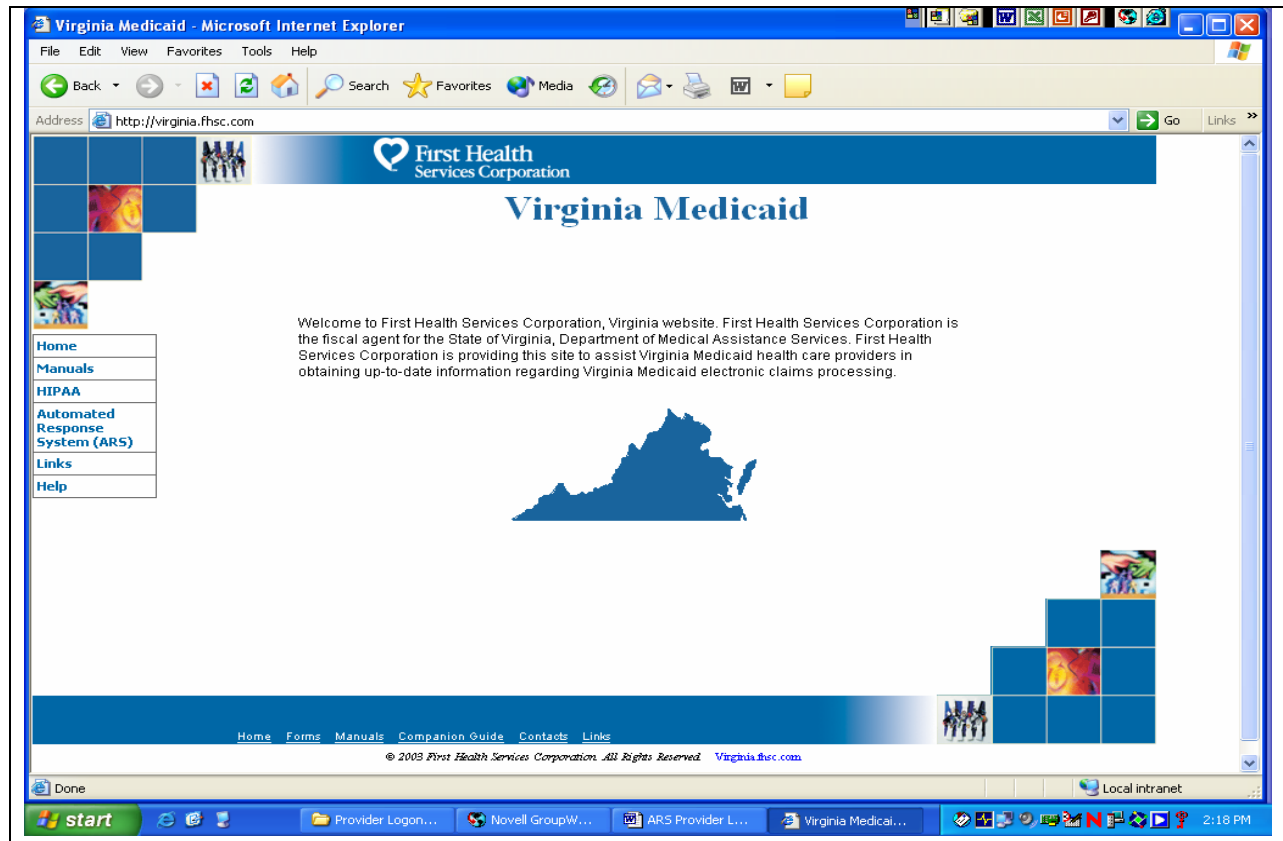
This manual provides basic instructions and screen prints for the registration, log-on and use of ARS. It provides detailed explanations of both the request and response screens for each function of ARS. The glossary and appendix provide supplemental information to aid in the interpretation of ARS data. This manual functions as a user guide, not as a technical document that explains how the computer system is designed and operates.

## **GETTING STARTED**

The ARS system can be used by anyone with an internet-connected PC, web browser and an active Medicaid provider number. The provider number is required as part of the log-on process. After going to the Virginia Medicaid web site at <http://virginia.fhsc.com>, move the cursor over the box that says "Automated Response System (ARS)" in a few seconds an additional menu will display. This menu offers four options. First time users need to select "Secure Registration." If you are not a first time user, select "Secure Logon." Selecting "ARS Users Guide" will link you with a copy of this manual. The "FAQ" (Frequently Asked Questions) section answers general questions about ARS. FAQs are also available in this manual.

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Below is a picture of the <http://virginia.fhsc.com> home page:



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## Secure Registration (First Time Users)

A new user must first register to use ARS. After selecting “Secure Registration,” read the privacy and security statement and then select “I Agree” to continue with the registration process.

Virginia Medicaid - Microsoft Internet Explorer

Address: [https://virginia.fhsc.com/Registration/VA\\_Agreement.asp](https://virginia.fhsc.com/Registration/VA_Agreement.asp)

**First Health Services Corporation**

**Virginia Medicaid**

**VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES (DMAS)  
ELIGIBILITY AND PROVIDER PAYMENT VERIFICATION**

**Privacy and Security Statements for Web Applications**

- I have a Provider Agreement with DMAS or a clearinghouse or business partner agreement with its Fiscal Agent, First Health Services Corporation.
- I understand that this web application will allow me to send and/or receive sensitive and confidential health care information.
- I understand that confidential health care information is protected by law, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and other federal and state laws. The intent of these laws is to assure that confidential information remains confidential – that is, it will be used only as necessary for legitimate activities related to health care treatment, payment, and operations.
- I am authorized by my organization to perform this function and send and/or receive this information.
- I will keep my login information for this web application confidential.
- I understand that unauthorized attempts to upload information and/or change information on this web site are strictly prohibited.

I have read and understand First Health Services' privacy and security statements:

The use of this page is for treatment, payment, and operations for providers, clearinghouses or business partners with contracts with DMAS or its Fiscal Agent, First Health Services Corporation. If you do not meet this criterion, please exit this page now.

The use of this page requires a Web browser enabled with 128 bit encryption. To check your browser click on the Help and About boxes on your browser's main menu. Follow a link to update to a secure browser.

Complete the registration form and select “Submit.” Within 72 hours the Web Support Unit (WSU) will call with a logon name and password. If the WSU does not call within 72 hours, do not re-register. Instead, call the number below.

Questions about the registration process, can be directed to:

1 (800) 241-8726 All local and long distance calls

**NOTE:** First time users are required to change the password that was assigned by the Web Support Unit. After logging on for the first time, a screen will display that prompts you to change your password. Enter the old password, a new password, and, for verification purposes, the new password again. Click the “Submit” button.

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Virginia Medicaid - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Print

Address [https://virginia.fhsc.com/Registration/VA\\_NewProvSet.asp](https://virginia.fhsc.com/Registration/VA_NewProvSet.asp) Go Links »

**First Health Services Corporation**

# Virginia Medicaid

**VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES (DMAS)  
ELIGIBILITY AND PROVIDER PAYMENT VERIFICATION**

## Registration

Welcome! To help you provide quality patient care with minimum cost, DMAS makes available enrollee eligibility and claim status. Please enter your provider number. Seven digit numbers should be preceded by two zeroes. Enter your nine digit tax id number, a contact name and telephone number in the fields provided. When finished, please use your mouse to click on the Submit button or press Enter.

Provider Number

Provider Tax ID Number

Daytime Contact Person

Contact Area Code and Phone

Submit

FAQ Home Contact Us

The use of this page requires a Web browser enabled with 128 bit encryption. To check your browser click on the Help and About boxes on your

Start Novell Gro... ARS Provid... ARS User ... Virginia M... Document1... 1:40 PM

The “FAQ” button goes to a section that answers commonly asked questions about the login process. “Home” takes the user back to the main menu, and “Contact Us” provides the WSU phone number.

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## **Secure Logon (Registered Users)**

Registered users will select “Secure Logon” from the “Automated Response System (ARS)” menu to begin an inquiry.

To logon, enter the 9-digit Medicaid provider number with the prefix “VA,” for example VA999999999. For 7-digit provider numbers, enter the prefix VA00 -- VA009999999. Next, enter your password. Passwords are case sensitive; Therefore, if you initially register your password in all capital letters, you must continue to type it in capitals each time you log on.

## **ARS Logon Failure**

If the logon fails, the following error message appears:

“Logon failed  
Please try again”

Try the logon again. If the logon continues to fail, call the Web Support Unit for First Health Services Corporation at the telephone number listed below:

**1-800-241-8726** All local and long distance calls

## **ARS Access Problems**

The following message appears when there is a problem processing the session:

“Your interactive session cannot be processed at this time.”

### **Possible Causes**

In most cases you receive this message because all software agents are currently busy. Other possible causes of the problem include

- Resources needed by the application could not be acquired at the time.
- The application you are trying to access is not running.
- The application you are trying to access has been changed.

### **Resolution**

1. Reload the previous page and try again.
2. Try this application at a later time:
  - The best time to access ARS is in the morning before 10 A.M. and in the afternoon after 2 P.M. Mondays and Fridays are also better days to access ARS.



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Below is a picture of the secure login screen:

Virginia Medicaid - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://vaedify.fhsc.com/ICSLogin/?http://vaedify.fhsc.com/>

First Health Services Corporation

## Virginia Medicaid

VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES (DMAS)  
ELIGIBILITY AND PROVIDER PAYMENT VERIFICATION

### Secure Login

Welcome! To help you provide quality patient care with minimum cost, DMAS makes available enrollee eligibility and claim status. Please enter your provider number. Seven digit numbers should be preceded by two zeroes. Press the tab key, and type in the password previously given to you by the Provider Unit. When finished, please use your mouse to click on the Submit button or press Enter.

Logon Id

Password

default

The use of this page is for treatment, payment, and operations for providers, clearinghouses or business partners with contracts with DMAS or its Fiscal Agent, First Health Services Corporation. If you do not meet this criterion, please exit this page now.

Done Local intranet

start Provider Logon... Novell GroupW... ARS Provider L... Virginia Medical... 2:20 PM



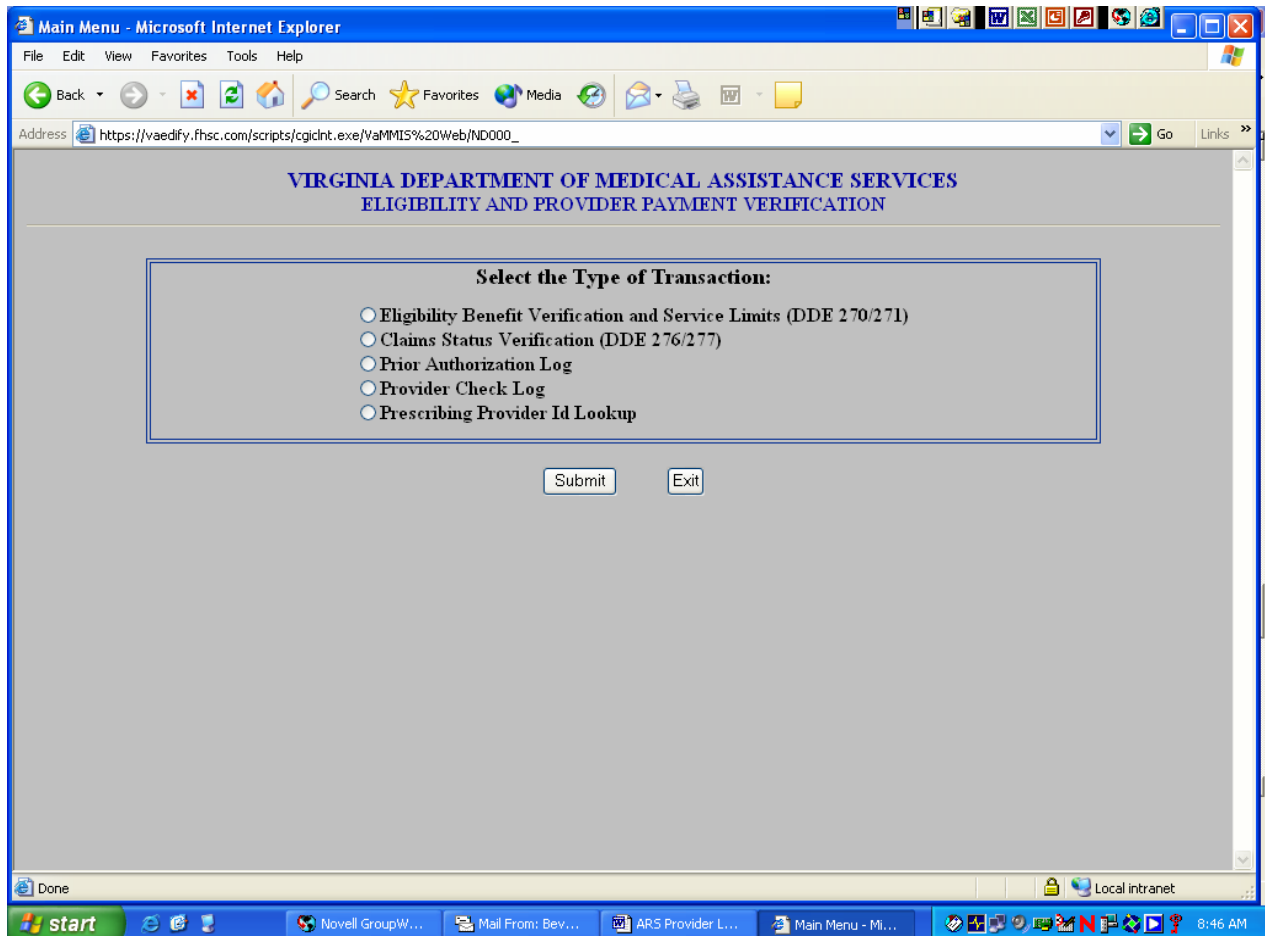
**NOTE:** For security purposes, passwords must be changed every 45 days.


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## USING ARS

### Main Menu Screen

After logging on, the main menu screen appears. Depending on the type of provider, there will be either four or five choices. Below is a picture of the main menu screen:



 **NOTE:** Only pharmacy providers have access to the Prescribing Provider ID lookup option. This option will only appear on the menu for those providers with a pharmacy provider ID.

Make a selection and click “Submit.” A screen corresponding to that specific transaction will appear.

Selecting “Exit” on this screen will take you out of ARS.

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## 1. Eligibility Benefit Verification and Services Limits

The next two screens are used to verify eligibility and service limits for a patient. The first screen will prompt you to provide enrollee identification information. The second screen returns eligibility and service limits data pertaining to the enrollee identified in the query.

### 1a. Request Screen

When this option is selected from the main menu, you will be prompted for the following information:

- Enter the enrollee number (ID code) assigned by DMAS; OR
- Enter any two of the following:
  - Enrollee social security number (without dashes)
  - Enrollee date of birth (The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third field holds a four-digit number for the year (CCYY))
  - Enrollee name (Middle initial is optional)

Regardless of which type(s) of enrollee identification you provide, you must include the service dates. Service dates cannot span more than one month. If the service date is only one day, enter the same day in both fields. The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third service date field holds a four-digit number for the year (CCYY). The service “from” date must be within one year from the current date. Future service dates are not allowed.

Enter the provider’s control or trace number. This is a tracking control number for internal purposes only. You are required to enter a value in this field. It can be a patient account number, a date and time, or any other alpha/numeric code chosen by the provider to track this inquiry. This field will accept up to 30 characters.

To receive service limit information, the service limit type must be selected from the “Service Type Code” drop down box. This is not a required field. It is to be used only by providers that fall into one of the following categories:

- 42 – Home Health Care (Home Health Aide)
- 43 – Home Health Visits (Skilled Nursing)
- AD– Occupational Therapy
- AE – Physical Medicine
- AF – Speech Therapy



**NOTE:** For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

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## 1b. Response Section

Below is a picture of the eligibility verification and service limits response screen:

**VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES**  
**ELIGIBILITY VERIFICATION**

Requesting Provider: 00490      Requested Enrollee: 001008  
 SSN: 230-50-      Birthdate: 10/16/19      Name:        
 Verification Number: 08161-000002

**Eligibility Information**  
 Current aid category: 011    07/20/2001 - 09/30/2001  
 Latest MCO: HEALTHKEEPERS PLUS, PENINSULA    Previous MCO: SENTARA FAMILY CARE  
 CARE

Benefit Plan	Exc Ind	Begin	End	Patient Pay	Provider	Provider Phone
MEDICAID FFS		07/20/2001	09/30/2001	0.00	000000000	000-000-0000
XIX TIDEWTR		08/01/2001	09/30/2001	0.00	004700	000-000-0000
XIX CENTRAL		07/20/2001	07/31/2001	0.00	004700	000-000-0000

**TPL Information**

Carrier Code	Coverage Type	Begin	End	Copay	Deductible

Menu    Exit

**NOTE:** Insurance codes, listed in alphabetical and numeric order, are available at <http://www.dmas.state.va.us/pr-home.htm>

Selecting “Exit” on this screen will take you out of ARS.

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## 2. Claims Status Verification

The next two screens are used to check on the status of a claim. The first screen will prompt you to provide information regarding a claim. The second screen returns claims status data pertaining to the claim identified in the query.

### 2a. Request Screen

When this option is selected from the main menu, you will be prompted for the following information:

- Enter the Payor's Claim Control Number (ICN); OR
- Enter the enrollee number assigned by DMAS and the service dates:
  - Service dates cannot span more than one month. If the service date is only one day, enter the same day in both fields. The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third service date field holds a four-digit number for the year (CCYY). The service "from" date must be within one year from the current date. Future service dates are not allowed.

You may also enter the billing provider ID number. If the billing provider's ID number is not provided, the search will default to the provider number.

Enter the provider's control or trace number. This is a tracking control number for internal purposes only. You are required to enter a value in this field. It can be a patient account number, a date and time, or any other alpha/numeric code chosen by the provider to track this inquiry. This field will accept up to 30 characters.

The Constant Reference Designators and Description drop down menu displays the constant elements defined by the HIPAA 270/271 and 276/277 Implementation Guides. These fields are required in standard X12 transactions. They are not required to access the eligibility and provider verification system and should be ignored.

The HIPAA 276/277 Implementation Guide can be obtained free of charge at <http://www.wpc-edi.com/products/publications>. The "Health Care Claim Status Category Codes and the Health Care Claim Status Codes" can also be obtained free of charge at <http://www.wpc-edi.com/products/codelists/alertservice>.



**NOTE:** For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

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Press “Submit Query” after entering the data. If any information entered is incorrect, a red error message will be displayed at the top of the form. Type in the correct information and resubmit.

Selecting “Exit” on this screen will take you out of ARS.

Below is a picture of the claims status request screen:

The screenshot shows a web browser window titled "Query Claim Status DDE 276 - Microsoft Internet Explorer". The address bar shows a URL starting with "https://vmedfy.fhac.com/scripts/cgicnt.exe". The main content area is titled "VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES CLAIMS STATUS VERIFICATION (DDE 276)".

The form contains the following fields and instructions:

- Provider ID: 0044 [redacted] Entry Type Qual: 2
- Enter ICN (Payor's Claim Control Number): [text box]
- If ICN is not known, enter Enrollee Number and Service Dates OR Enrollee Number, Service Dates and Billing Provider**
- Enrollee Number (ID Code): [text box]
- Service Dates From/To (Date Time Period): [text box] - [text box]
- Billing Provider (Information Receiver ID Number): [text box]
- Provider's Control Number (Ref ID): [text box]
- Constant Reference Designators and Descriptors: [dropdown menu]
- Buttons: Submit Query, Exit

The Windows taskbar at the bottom shows the Start button, several application icons, and the system clock displaying 1:55 PM.

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## 2b. Response Section

A claim search can return more than one claim. If this occurs, each claim will be displayed in a different claim level box. The same is true for line items; each line item will be displayed in a different status box. Below is a picture of the claims status verification response screen:

**VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES**  
**CLAIMS STATUS VERIFICATION (DDE 277)**

**Provider (Servicing)**  
 Provider ID: 0049812  
 Last Name: MEDICAL First Name: LAB MI: Suffix:

**Information Receiver**  
 ID Number: 0049812  
 Last Name: MEDICAL First Name: LAB MI: Suffix:

**Enrollee Information**  
 Enrollee Number (ID Code): 013-069  
 Last Name: First Name: MI: Suffix:  
 Subscriber Birth Date: 09/29/19 Gender Code: M  
 RefID (Provider Control Number): 12345



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## Response Section Cont'd

Claim Status DOE 277 Header - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ICN (Payer Claim Control Number): 200327380039

Dates of Service From/To (Date Time Period): 09/25/2003-09/25/2003

Medical Record ID Number:

Bill Type ID:

Payment Method Code: CHK

Check Number: 000147

Total Claim Charge Amt: 46.65

Adjudication or Payment Date: 10/10/2003

Claim Payment Amount: 11.29

Status Information Effective Date: 10/03/2003

Health Care Claim Status

(Cat Code)	(Code)
(1) F1	65
(2)	
(3)	

Line Level Status

Proc Code (Service ID Code)	Procedure Modifiers (1) (2) (3) (4)	Line Item Charge Amt	Line Item Provider Payment Amt	Revenue Code	Units (Quantity)	Health Care Claim Status Cat Code (1)	Health Care Claim Status Code (1)	Health Care Claim Status Cat Code (2)	Health Care Claim Status Code (2)
80076		46.65	11.29		1	F1	65		

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## Response Section Cont'd

Claim Status CDE 277 Header - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ICN (Payer Claim Control Number): 200327380039  
 Dates of Service From/To (Date Time Period): 09/25/2003-09/25/2003  
 Medical Record ID Number:  
 Bld Type ID:  
 Payment Method Code: CHK  
 Check Number: 000147  
 Total Claim Charge Amt: 50.90  
 Adjudication or Payment Date: 10/10/2003  
 Claim Payment Amount: 18.72  
 Status Information Effective Date: 10/03/2003

Health Care Claim Status  
 (Cat Code) (Code)  
 (1) F1 65  
 (2)  
 (3)

Line Level Status

Proc Code (Service ID Code)	Procedure Modifiers				Line Item Charge Amt	Line Item Provider Payment Amt	Revenue Code	Units (Quantity)	Health Care Claim Status		Health Care Claim Status		
	(1)	(2)	(3)	(4)					Cat Code (1)	Code (1)	Cat Code (2)	Code (2)	
80164					50.90	18.72		1	F1		65		

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### 3. Prior Authorization Log

The Prior Authorization (PA) Log displays the requests for PA that a provider has submitted. The next two screens are used for PA requests. The first screen will prompt you to provide enrollee identification information. The second screen returns PA data pertaining to the enrollee identified in the query.

#### 3a. Request Section

When this option is selected from the main menu, you will be prompted for the following information:

- Enter the Enrollee Number (ID Code) and the service dates:
  - Service dates cannot span more than one month. If the service date is only one day, enter the same day in both fields. The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third service date field holds a four-digit number for the year (CCYY). The service “from” date must be within one year from the current date. Future service dates are not allowed.

OR

- Enter any two of the following:
  - Enrollee social security number (without dashes)
  - Enrollee date of birth (The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third field holds a four-digit number for the year (CCYY))
  - Enrollee name (Middle initial is optional)
  - Prior authorization number assigned by DMAS
  - Procedure code (Standard HIPAA codes, up to seven characters)



**NOTE:** For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

Press “Submit Query” after entering the data. If any information entered is incorrect, a red error message will be displayed at the top of the form. Type in the correct information and resubmit.

Selecting “Exit” on this screen will take you out of ARS.

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Below is a picture of the prior authorization log request screen:

The screenshot shows a web browser window titled "Query Prior Authorization Log - Microsoft Internet Explorer". The address bar displays the URL: [https://vaedify.fhsc.com/scripts/cgicnt.exe/BVHQX9@NBAE2Q@2V335VC8Y/ND001\\_](https://vaedify.fhsc.com/scripts/cgicnt.exe/BVHQX9@NBAE2Q@2V335VC8Y/ND001_). The main content area has a header that reads "VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES" and "PRIOR AUTHORIZATION LOG".

The form contains the following fields and instructions:

- Enter the Enrollee Number (ID Code):** [Text Input Field]
- Service Dates From/To (Date Time Period):** [Month] [Day] [Year] [Month] [Day] [Year]
- If the Enrollee Number (ID Code) is not known, enter two of the following:**
  - Enrollee SSN (Ref ID):** [Text Input Field]
  - Enrollee (Subscriber Birth Date):** [Month] [Day] [Year]
  - Subscriber Name (Last, First, MI):** [Text Input Field] [Text Input Field] [Text Input Field]
  - PA Log - Enter Prior Authorization Number:** [Text Input Field] **or Procedure Code:** [Text Input Field]

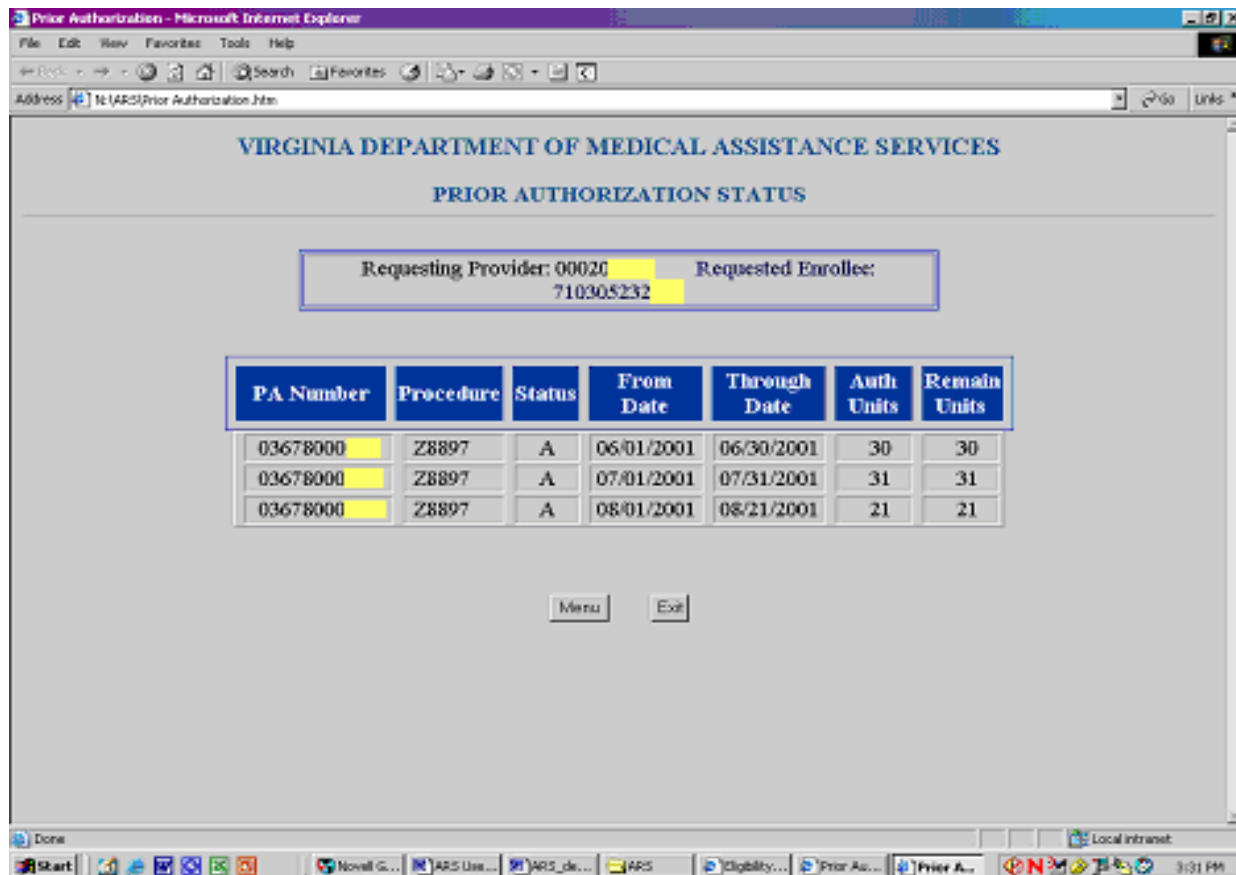
At the bottom of the form are two buttons: "Submit Query" and "Exit". The Windows taskbar at the bottom shows the Start button, several open applications (Novell Gro..., ARS Provid..., ARS User..., Query Pri..., Document1...), and the system clock indicating 2:12 PM.

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### 3b. Response Section

A prior authorization (PA) log search can return more than one PA. If this occurs, all of the PAs on record will be displayed.

Below is a picture of the prior authorization status response screen:



#### Prior Authorization Status Codes:

The following codes are used in the ARS system to indicate the status of prior authorization:

- A - Approved
- J - Reject
- D - Denial
- R - Request received at First Health Services (Please do not mail outpatient psychiatric services requests to FHS. The requests should be faxed to DMAS: (804) 225-2603 or (866) 248-8796
- P - Pending

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## 4. Provider Check Log

The Provider Check Log shows the check reimbursements made to the provider. The next two screens are used for check log requests. The first screen will prompt you to provide remittance information. The second screen returns all transactions pertaining to the given date.

### 4a. Request Section

To request the check log, the provider must enter the remittance date. The first two fields hold a two-digit number for the month (MM) and day (DD), respectively. The third service date field holds a four-digit number for the year (CCYY).



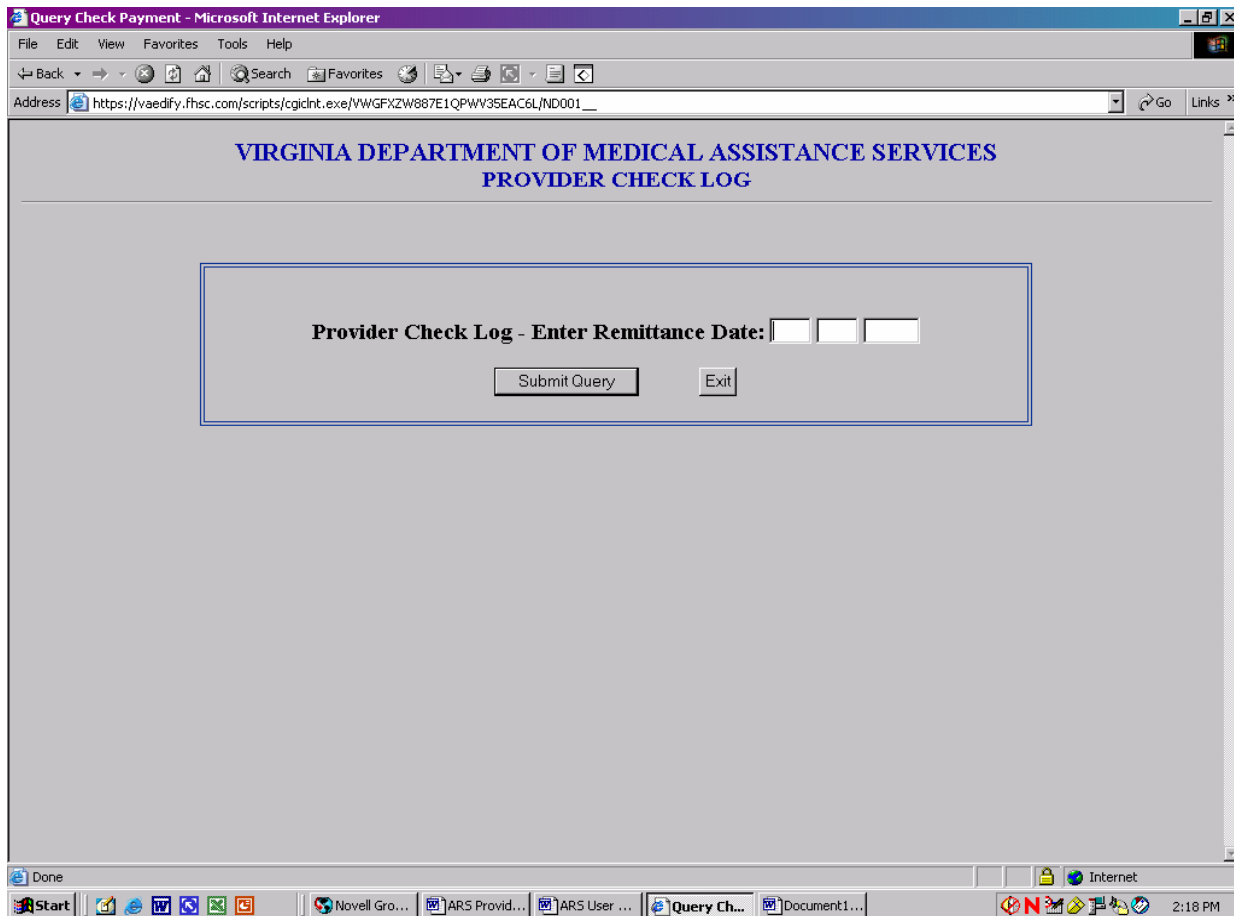
**NOTE:** For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

Press “Submit Query” after entering the data. If the date is entered incorrectly, a red error message will be displayed at the top of the form. Type in the corrected date and resubmit.

Selecting “Exit” on this screen will take you out of ARS.

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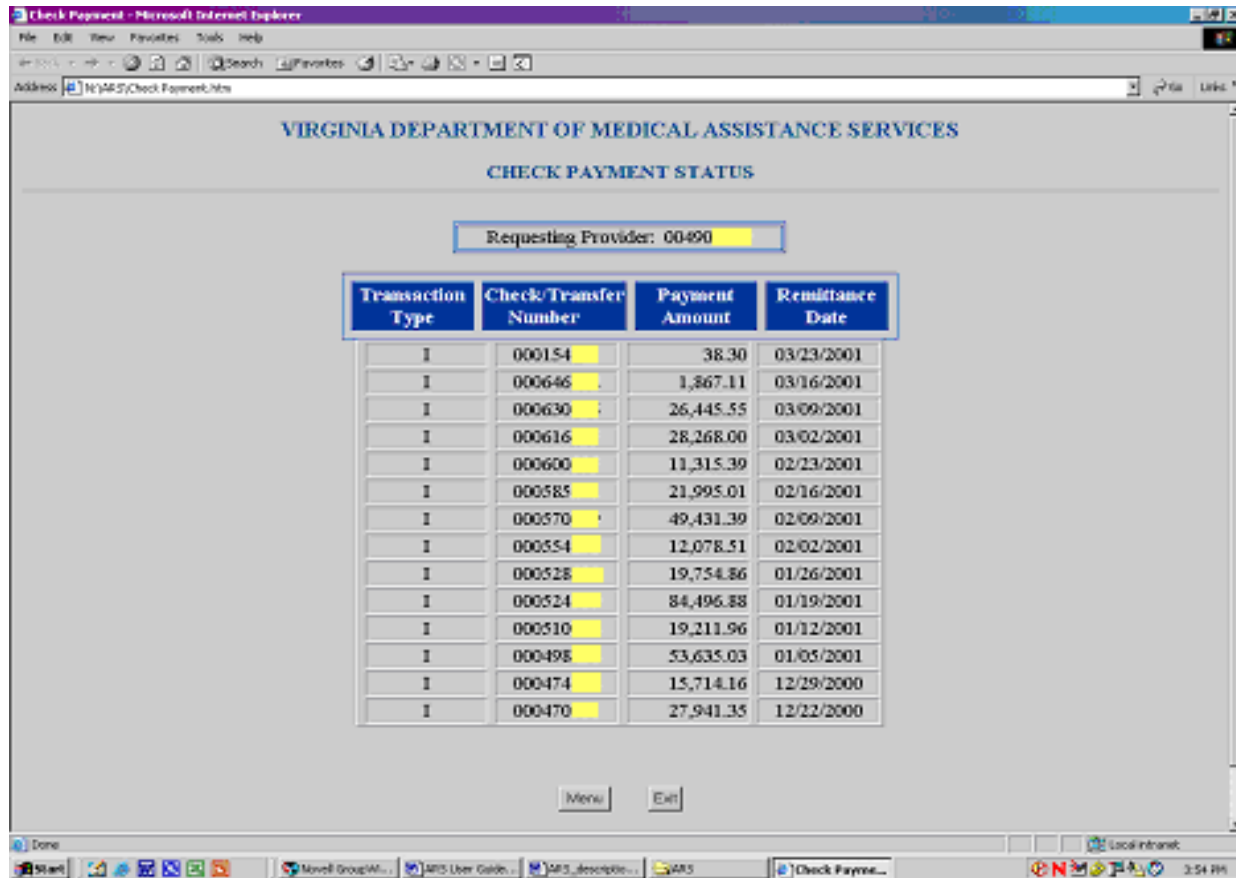
Below is a picture of the provider check log request screen:



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#### 4b. Response Section

The provider checklog displays all transactions for the given date. Below is a picture of the check payment response screen:





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## 5. Prescribing Provider ID Lookup

Only pharmacy providers are able to access this screen. The next two screens are used for requests for prescribing provider information. The first screen will prompt you to provide the prescribing provider ID. The second screen returns information pertaining to that prescribing provider.

### 5a. Request Section

To request prescribing provider information, you must enter the ten-digit prescribing provider license number.

Press “Submit Query” after entering the data. Selecting “Exit” on this screen will take you out of ARS.

Below is a picture of the prescribing provider request screen:

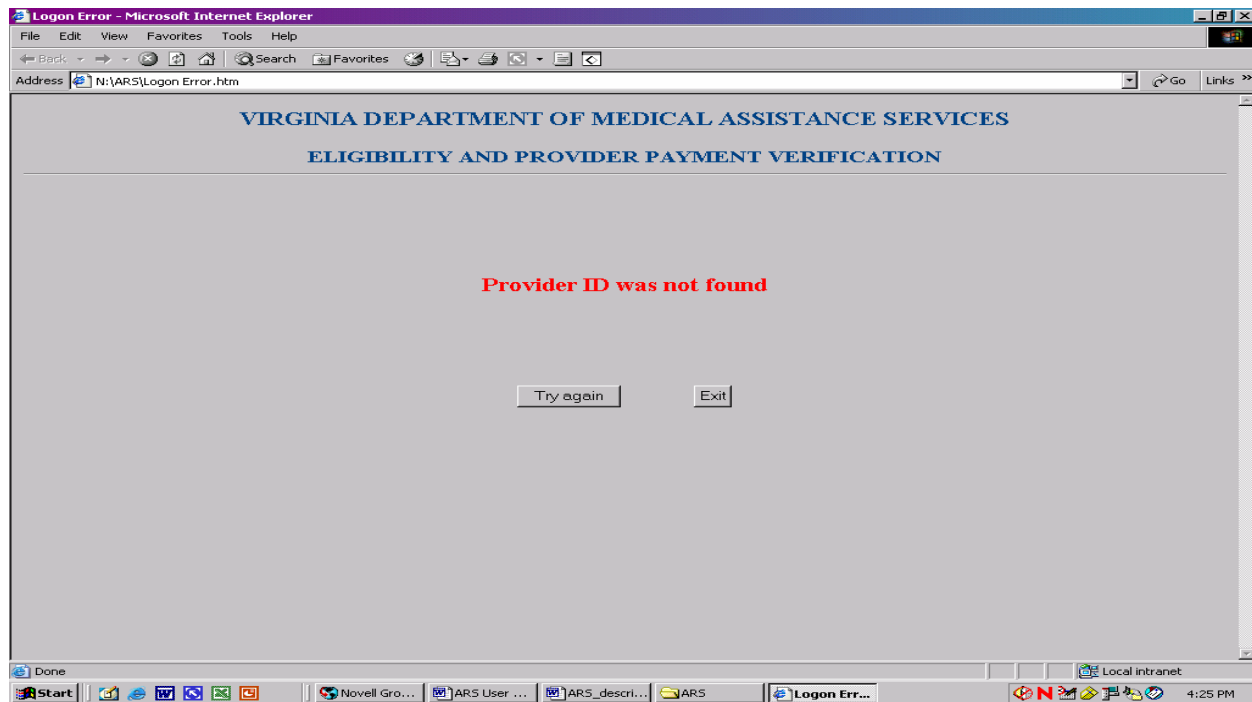
The screenshot shows a web browser window titled "Query Prescribing Provider - Microsoft Internet Explorer". The main content area has a header with "VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES" and "PRESCRIBING PROVIDER ID LOOKUP". Below the header is a form box containing the text "Prescribing Provider Lookup - Enter License Number:" followed by a text input field containing "010104". At the bottom of the form box are two buttons: "Submit Query" and "Exit".



**NOTE:** For field definitions, hold the cursor over a field for a few seconds and a brief description will appear. This description states the type of information that is required for that field (e.g. alphabetical, numeric) and the total number of characters that can be entered. When entering data into a field, an alpha/numeric character appears. This is the HIPAA field name and will not affect the information that is being submitted. Ignore this character.

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If the provider ID is incorrect or inactive, you will receive the following message:

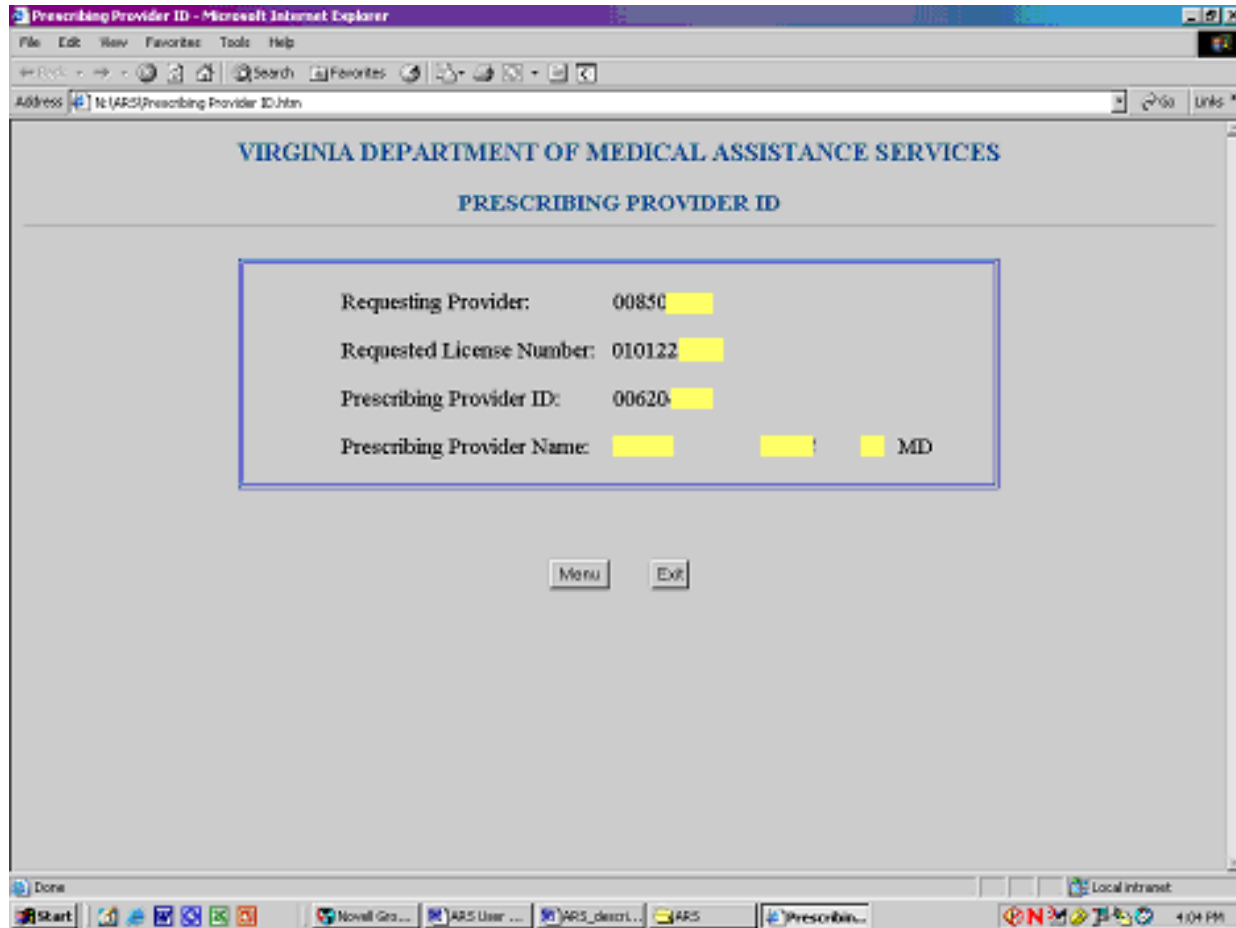


Selecting "Exit" on this screen will take you out of ARS.

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## 5b. Response Section

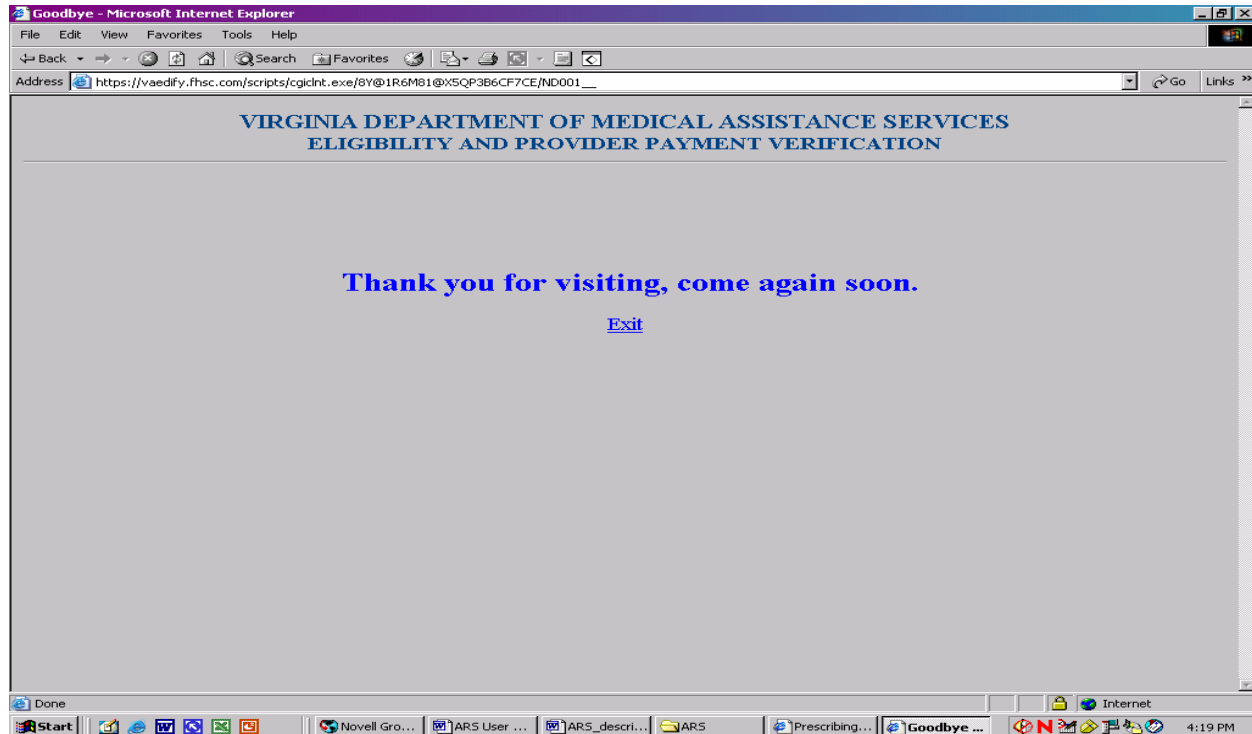
Below is a picture of the prescribing provider ID response screen:



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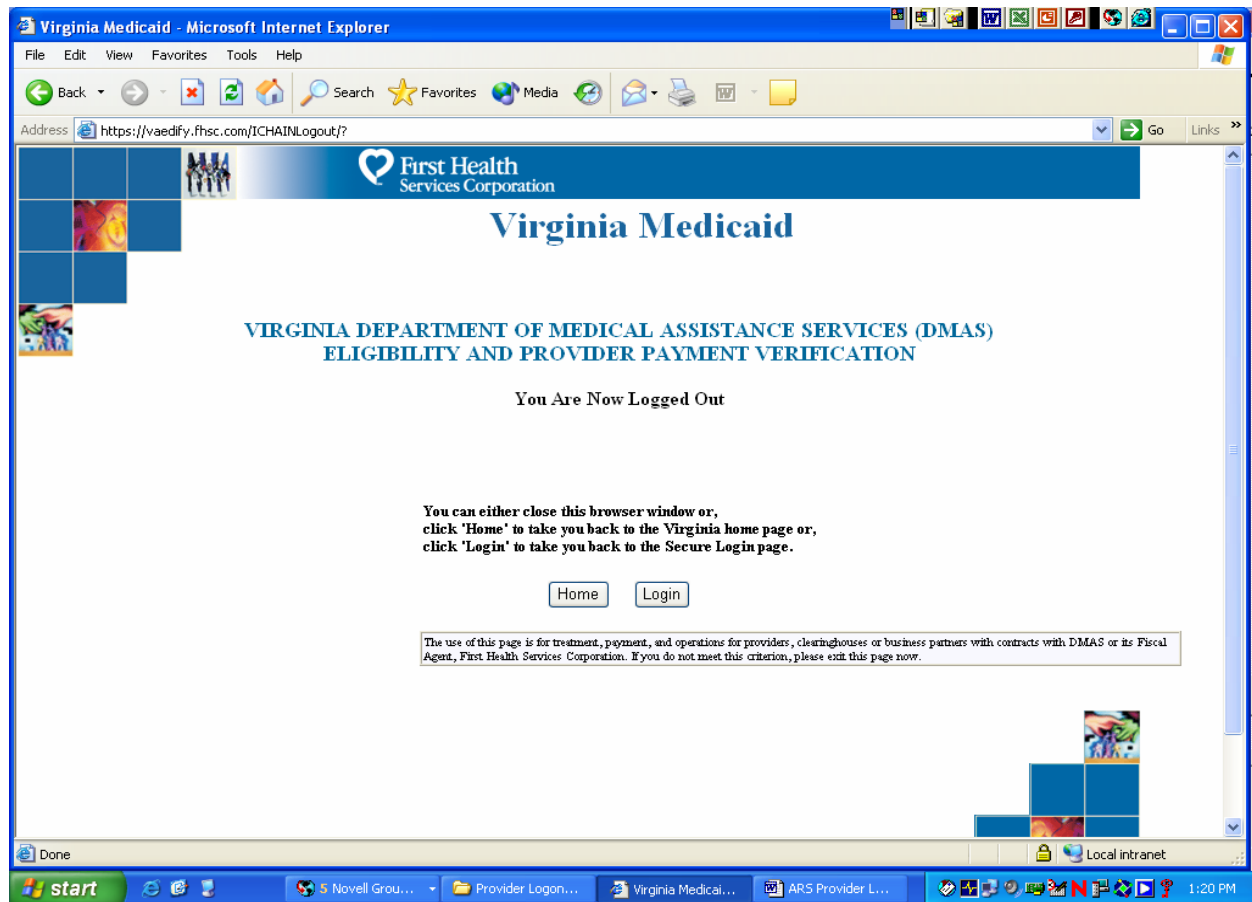
## Exit Option

When “Exit” is selected from any screen within ARS, the following message will appear:



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If “Exit” is selected again, the following message will appear and you will be logged out of ARS:



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## **FAQ (FREQUENTLY ASKED QUESTIONS)**

### **Registration Questions**

**Q. Why do I have to register for access to the online Eligibility and Provider Payment Verification?**

A. The information that you are accessing is required to be secured under HIPAA regulations. The registration process allows verification that you as a provider are authorized to view this information.

**Q. Once I register, how will I be contacted?**

A. The Web Support Unit will contact you within 72 hours at the phone number that was provided as the contact number on the registration page.

**Q. Who should I contact if I experience problems while enrolling?**

A. Please contact the Web Support Unit at 1-800-241-8726.

**Q. Do I need a separate logon ID and password for each member of my staff?**

A. No. Each member of your staff can use the single logon ID and password assigned to your provider number.

### **General Questions**

**Q. Is the system HIPAA compliant?**

A. Yes, HIPAA-covered portions of the system, 270/271 Eligibility and 276/277 Claims Status are HIPAA compliant. The HIPAA standards have an exception called Direct Data Entry (DDE). HIPAA-covered portions of the system do “use applicable data content and data conditions of the standard.”

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**Q. I handle claims for several providers. After checking claim status for one provider, how can I check claim status for another?**

A. To logon as another provider, click the “Exit” button until the Logged Out screen appears. Click on the “Login” button to logon as a different provider.

**Q. Little strings of letters sometimes appear when the mouse is placed over data or a data element name. What are they?**

A. They are abbreviated field names applicable to the HIPAA DDE standard. They do not have meaningful business usage and should be ignored.

**Q. What are Constant Reference Designators and Descriptions (in the box at the bottom of the Eligibility and Claims Status screens)?**

A. Each HIPAA-covered screen displays the constant elements defined by the HIPAA 270/271 and 276/277 Implementation Guides. These fields are required in standard X12 transactions. They are not required to access the eligibility and provider verification system and should be ignored.

### **Eligibility Verification and Service Limits Questions**

**Q. What service dates can I use?**

A. The Service From Date must be 1 month or less before the Service To Date. Both service from and to date must be entered. The From Date cannot be more than 1 year in the past. The To Date cannot be in the future.

**Q. What if I don’t know the enrollee number?**

A. You may key in any two of the following: SSN, Birth Date or Name.

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**Q. What is the Provider's Control Number?**

A. This is a tracking control number for internal purposes only. You are required to enter a value in this field. You might use your initials, the date, the medical record number, etc.

**Q. How do I inquire on service limits?**

A. When you fill out the Eligibility inquiry screen, pull down the service limits box by clicking on the down arrow to the right of "For Service Limits enter Service Type Code."

**Q. I've just found that a given enrollee is eligible. Can I check another enrollee?**

A. Yes, just use your browser's Back button to get back to the screen where you keyed in the first enrollee's number. Delete that number and key in the new.

**Q. What is the meaning of the abbreviated Benefit Plan (Plan Coverage Desc) that is returned on the Eligibility DDE 271 screen?**

A. Please use the matrix provided in Appendix A to clarify the meaning of the abbreviated Benefit Plan Short Name.

**Claim Status Questions**

**Q. Does ARS show pended claims?**

A. Yes.

**Q. How does this compare with the HIPAA 835?**

A. As a result of a claim, the 835 comes from First Health automatically in a batch of transactions. The 835 contains more information on claim status. This is not relevant to the inquiry on the web.



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**Q. What's an ICN?**

- A. It is the claim number assigned by First Health when the claim was received. The ICN was converted with the new system. The ICN that is referenced on your paper remittance advice will not work. Use the recipient number and date of service. Claims processed prior to July 03, 2003 are not accessible by ICN.

**Q. What if I don't have the ICN?**

- A. Key in
- Enrollee Number and Service Dates OR
  - Enrollee Number, Service Dates and Billing Provider.

**Q. What dates can I use?**

- A. The Service From Date must be 1 month or less before the Service To Date. Both service from and to date must be entered. The From Date cannot be more than 1 year in the past. The To Date cannot be in the future.

**Q. What is the Cat Code and Code?**

- A. The Health Care Claim Status Code (Code) and Category code (Cat Code) are converted from the claims disposition:

Disposition	Cat Code	Code
Paid	F1	65
Denied	F2	9
Adj/Void	F3	101
Pends	P2	421

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### **Prior Authorization (PA) Log Questions**

**Q. Can I authorize a procedure for a patient?**

- A. No. The PA Log is a historical list of PA's. In other words, the PA Log shows the results of previous, successful authorizations.

### **Provider Login Questions**

**Q. What is the format of my Provider Login Userid?**

- A. The Provider Login ID is an eleven-position number that consists of the provider number prefixed with "VA". If the provider number is only seven positions, then two (2) zeroes must be prefixed to the number between the "VA" and the seven position number. E.g. Provider number is "1234567" then the Provider's Login ID will be "VA001234567" for a total of 11 positions.

**Q. How do I login as a different provider?**

- A. Upon clicking the EXIT button within the Virginia Department of Medical Assistance Services – Eligibility and Provider Payment Verification System, A “Logged Out” page will display. Click on the “Login” button. The “Login” page will display and allow you to login again as a different provider.

**Q. How do I stop the display of the Security Alert screen?**

- A. Click the button that states, ‘Do Not Show This Screen Again’.

**Q. Who should I contact if I experience problems while trying to log in?**

- A. Please contact the Web Support Unit at 1-800-241-8726.

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**Q. When attempting to login, I received a screen with a message, ‘This Page Can Not Be Displayed.’ What does this mean?**

A. There are several reasons for this message:

- You may not have the latest version of the browser. 128 bit is required. Follow your company procedures to have the newest version of the browser installed.
- Your internet connection may be down or disconnected.
- The FHSC network may be down. Contact the WSU at 1-800-241-8726.

**Q. Is there any cost for using the eligibility and provider payment verification system?**

A. No, all costs are absorbed by CMS and the Commonwealth.

**Q. I tried an incorrect password three times and now I am unable to log on. What should I do?**

A. This is a security measure to avoid hacking. To have your password reset, please contact the Web Support Unit at 1-800-241-8726. You will be asked questions to verify your identity.

**Q. I registered three days ago and have not heard anything. What is the next step?**

A. The First Health Web Support Unit (WSU) has peak demands at times. Do not re-register. Contact the WSU at 1-800-241-8726.

**Q. My password doesn’t work.**

A. The password is case sensitive. If necessary, turn your Caps Lock key (on your keyboard) off. For example, “GetBetter” is different from “GETBETTER.” If you are unable to resolve, then contact the Web Support Unit at 1-800-241-8726.

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**Q. I forgot my password.**

A. Contact the Web Support Unit (WSU) at 1-800-241-8726. You will be given a new password that must be changed the first time you attempt to use it.

**Q. After I registered as a new provider, I was contacted by First Health Web Support Unit and was instructed to change my password when I login the very first time. How is this done?**

A. On the Login web page, enter your login userid and password that was assigned to you by the Web Support Unit. Another page will display that will ask you to change your password. Enter your old password, your new password and, for verification purposes, your new password again. Click the “Submit” button.

**Q. After I changed my password, the Login page was displayed again. What should I do?**

A. Key your login userid and new password and click the “Submit” button. You will be directed to the eligibility and provider payment verification system.

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## **APPENDIX A**

### **Short Name – Benefit Plan (Plan Coverage Description)**

Medicaid FFS – Medicaid Fee-For-Service

**FAMIS Plus – Children Enrolled in Medicaid**

XIX Central – Medicaid, Medallion II Central Area

XIX CMM Phys – Medicaid, Client Medical Management Physician

XIX CMM Rx – Medicaid, Client Medical Management Pharmacy

XIX CMM Tran – Medicaid, Client Medical Management Transportation

XIX Def. MCO – Medicaid, Default Mandatory Managed Care Organization

XIX FFS Emer – Medicaid, Fee-For-Service Emergency Services Only

XIX FFS Dial – Medicaid, Fee-For-Service Dialysis Services Only

XIX Halifax – Medicaid, Medallion II Halifax County

XIX ICF – Medicaid, Intermediate Care Facility

XIX LS Hosp – Medicaid, Long Stay Hospital

XIX M-3 CDPR – Medicaid, Medallion III Charlottesville, Danville, Pittsylvania Region

XIX M-3 LSWV – Medicaid Medallion III Lower Southwest Virginia Region

XIX M-3 MCO – Medicaid, Default Medallion III Managed Care Organization

XIX M-3 Nor VA – Medicaid, Medallion III Managed Care Organization Northern Virginia Area

XIX M-3 PCP – Medicaid, Medallion III MEDALLION PCP

XIX OS Prov – Medicaid, Out of State Provider

XIX PCP – Medicaid, MEDALLION Primary Care Provider (PCP)

XIX SNF – Medicaid, Skilled Nursing Facility

XIX Tidewtr – Medicaid, Medallion II Tidewater Area

XIX USWVA – Medicaid, Medallion II Upper Southwest Virginia Area

ASM ACR ASSM – ACR, Adult Care Residence Assessments

ASM NH LVL 1 – Assessments Nursing Home Level 1

ASM NH LVL 2 – Assessments Nursing Home Level 2

AIDS Waiver – AIDS Waiver

Aged Waiver – Elderly and Disabled Waiver

CDPAS Waiver – Consumer Directed Program Waiver

Fmly Pln Wvr – Family Planning Waiver

HIV Premium – HIV Premium

HIPP Premium – Health Insurance Premium Payment

HIDP – Health Insurance Demonstration Program

Hospice – Hospice Program

IFDSS Waiver – IFDSS Waiver

Intensive AL – Intensive Assisted Living

Med Co & Ded – Medicare Coinsurance & Deductibles

Med Premium – Medicare Premium

MR Waiver – Mental Retardation Waiver

Pre-PACE – Pre Program of All Inclusive Care for the Elderly

PACE – Program of All Inclusive Care for the Elderly

Prt Med Prem – Partial Medicare Premium

Reg Assist L – Regular Assisted Living

Regular AL – Regular Assisted Living

SLH – State and Local Hospitalization

TDO – Temporary Detention Order

Vent Waiver – Technology Assisted Waiver

FAMIS CMM Py – FAMIS, Client Medical Management Physician

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FAMIS CMM Rx – FAMIS, Client Medical Management Pharmacy

FAMIS Centra – FAMIS, Medallion II Central Virginia Region

FAMIS-CDPR – FAMIS, Medallion II Charlottesville, Danville, Pittsylvania Region

FAMIS FFS – FAMIS, Fee-For-Service

FAMIS-Half. – FAMIS, Medallion II Halifax County

FAMIS HIPPA – FAMIS, HIPPA Premium Payments

FAMIS ICF – FAMIS, Intermediate Care Facility

FAMIS LS Hos – FAMIS, Long Stay Hospital

FAMIS-LSWV – FAMIS, Medallion II Lower Southwest Virginia

FAMIS-MCO – FAMIS, Default Mandatory Managed Care Organization

FAMIS M3 MCO – FAMIS, Default Medallion III Managed Care Organization

FAMIS NorVA – FAMIS, Medallion II Northern Virginia Region

FAMIS OS Prv – FAMIS, Out of State Provider

FAMIS PCP – FAMIS, MEDALLION PCP

FAMIS Reg AL – FAMIS, Regular Assisted Living

FAMIS SNF – FAMIS, Skilled Nursing Facility

FAMIS Tr – FAMIS, Transportation

FAMIS Tidewr – FAMIS, Medallion II Tidewater Region

FAMIS-USWV – FAMIS, Medallion II Upper Southwest Virginia

### Claim Status Category Code/Code

Disposition	Category Code	Default Status Code
Paid	F1	65
Denied	F2	9
Adj/Void	F3	101
Pends	P2	421

Default Status Codes are used only when a specific code is unavailable. The HIPAA 276/277 Implementation Guide can be obtained free of charge at <http://www.wpc-edi.com/products/publications>. The “Health Care Claim Status Category Codes and the Health Care Claim Status Codes” can also be obtained free of charge at <http://www.wpc-edi.com/products/codelists/alertservice>.

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## **GLOSSARY**

**Benefit Plan:** Plan coverage description (See Appendix A for a complete list of plans and there abbreviations.)

**Carrier Name:** Name of the TPL carrier

**Claim Payment Amount:** Actual amount paid by DMAS

**Constant Reference Descriptor and Descriptions:** Standard constant fields as defined by the HIPAA 270/271 and 276/277 Implementation Guides. These fields are typically HIPAA required fields, with a constant value unrelated to the Virginia MMIS application.

**Health Care Claim Status (Cat Code):** The category code under which the status falls (See Appendix A for a complete list of Claims Status Category Codes.)

**Health Care Claim Status (Code):** The code under which the status falls (See Appendix A for a complete list of Claims Status Codes.)

**ICN (Payor Claim Control Number):** The claim identifier assigned by DMAS

**Line Item Charge Amount:** Actual amount charged by provider for a given service

**Line Item Provider Payment Amount:** Actual amount paid by DMAS for a given service

**Originating Company Number:** A HIPAA required field; the intent is for systems that pass transactions multiple companies and multiple systems. It does not apply to this application. The provider number used at logon populates this field.

**Payer's Control Number:** A HIPAA required trace code; the user must enter a value that is then returned on the response screen. The system does nothing else with the value.

**Procedure Code (Service ID Code):** The standard HIPAA codes; up to seven characters

**Provider's Control Number:** A tracking control number for internal purposes only; it is a required field. It can be a patient account number, a date and time, or any other alpha/numeric code chosen by the provider to track this inquiry.

**Remittance Date:** The date the payment was made

**Total Claim Charge Amount:** Actual amount charged by provider

**Verification Number:** A number returned by the MMIS that confirms the provider received a confirmation for enrollee eligibility; the provider may use it as an official reference number in the future.

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